



DEFENSE LOGISTICS AGENCY

AMERICA'S COMBAT SUPPORT LOGISTICS AGENCY



Resetting RTD Account when
Receiving Authentication Failed
Message



Not Able to Log On to RTD Web

- If you receive the error message “Authentication Failed” when trying to log into the RTD Web External Business Portal please follow the below guide.
 - If you have an account and all of your roles in the old AMPS (<https://amps.dla.mil>) you will be able to reset your own password by following this guide.



Resetting Your Password (Old AMPS)

AMPS Login

First Time In AMPS? Click Here to Register
Use this option to register if you have never had a DLA account or if you have access to an existing DLA application but have not registered in AMPS. Read the appropriate user guide for step by step instructions.

Forgot your User ID? Click Here
Use this option if you have registered with AMPS in the past but cannot remember your DLA assigned User ID

Need Help? Contact the DSCR Help Desk at 804-279-HELP (4357) or toll free 866-335-HELP

User ID

Password

[Forgot Password?](#)

1. Navigate to <https://amps.dla.mil>
2. Enter your User ID and Password
3. Click “Log In”

Note:

If you don't remember your password type in your User ID and click “Forgot Password?”. You will then be required to answer your security questions. If you do not remember the answers or your User ID please call 855-352-0001 option number 2.



Resetting Your Password (Old AMPS)

The screenshot shows the AMPS login interface. At the top, there is a header with the Defense Logistics Agency logo and the text "Defense Logistics Agency Account Management and Provisioning System". Below the header, a welcome message reads: "Welcome Peter. Please select from one of the following options." A red "Attention:" label is positioned above a list of options. The options are presented in a table-like format with two columns. The "Change AMPS and/or Application Passwords" option is highlighted, and an arrow points to it from a text box that says "Once you are logged in select 'Change Password'".

Main	
Request or Update Access to an Application	Request a Non-DOD User Role
Request Removal of Your Access to an Application	Remove Role
Update Your AMPS Profile	Update AMPS Profile
Change AMPS and/or Application Passwords (This Does Not Work for All Applications)	Change Password
Update Challenge Questions	Change Answers to Authentication Questions
Need Some Guidance? Look at the Job Aids	View Job Aids

Change Password

To change your password on all resources, enter and confirm a new password, select Change Identity System user and all resource accounts.

To change your password on individual resources, select one or more resource account IDs.

Password

Confirm Password

☒ Change Identity system user and all resource accounts

Resource accounts whose password will be changed if selected.

Account ID	Resource Name	Resource Type	Exists	Disabled	Password Policy
<input checked="" type="checkbox"/> E JW1160	DLA - Account Management and Provisioning System	DLA - Account Management and Provisioning System	Yes	No	None
<input checked="" type="checkbox"/> cn=E JW1160,dc=entead	EAD	OID	Yes	No	Maximum Length: 32 Minimum Alpha: 4 Minimum Begin Alpha: 1 Minimum Length: 15 Minimum Lowercase: 2 Minimum Number of Character Type Rules That Must Pass: All Minimum Numeric: 2 Minimum Special: 2 Minimum Uppercase: 2 Must not contain values of attributes: accountId, email, firstname, fullname, lastname Must not contain words: &, ", /, ' , \ [, (,) , % , { , } , @ , \$, ?

1. Type in a password following the Password Policy listed below. Please note you can use the same password you already had.
2. Check the box next to “Change Identity System user and all resource accounts”.
3. Click “Change Password”.

Change Password

Cancel



Resetting Your Password (Old AMPS)



Once it says “Operation Successful” you can log out of AMPS and try logging back into the RTD Web External Business Portal. If you still receive the “Authentication Failed” message please call 855-352-0001 or 1-800-532-9946.



RTD Lockout

New AMPS Password Reset

- If you created your account in NEW AMPS, you will need to use the following instructions
- If you continue to have issues with your account not logging in, please contact the **AMPS HelpDesk at 855-352-0001**
- You can access the NEW AMPS website at: <https://amps.dla.mil/oim>



RTD Lockout

New AMPS Password Reset

Identity Self Service - Windows Internet Explorer

https://amps.dla.mil/identity/faces/home?_afLoop=776856876981400&_afWindowMode=0&_a

Favorites | LESO - One Stop | LESO Home | Demil Bulletins | TULSA - Demil F | HR Auto

Identity Self Service

Defense Logistics Agency Account Management and Provisioning System (AMPS)

Home

My Reports

AMPS Help

My Profile

My Information

Requests

Request Role

Pending Approvals

Click on
MY INFORMATION

Home

AMPS News

AMPS News: AMPS version 15.1.4 is in test and we anticipate 13, 2015. AMPS will be intermittently available PM Eastern Time on March 12. Please avoid using the system as changes may cause problems with any message will be updated prior to beginning of installation. Also be updated once the software is installed. Your patience while we make AMPS a better system.

Release notes will be published on March 13, 2015. > Release Notes.

Getting Started Help Topics

How do I use AMPS?



RTD Lockout

New AMPS Password Reset

Identity Self Service - Windows Internet Explorer

https://amps.dla.mil/identity/faces/home?_afLoop=776856876981400&_afWindowMode=0&_adf.ctrl-state=eagiwutf_4

Favorites | LESO - One Stop | LESO Home | Demil Bulletins | TULSA - Demil F | HR Auto Tools | Task Mgmt | HDIFC Intranet | Bleacher Report | Deadspin | Detroit Lion

Identity Self Service

Defense Logistics Agency Account Management and Provisioning System (AMPS)

Home | My Information

Display Name Collier, Jacob DLA CIV DISPOSITION SERVICES (S9DS061)

User Information Applications & Roles

User Information

User ID S9DS061
First Name Jacob
Middle Name
Last Name Collier

Set Security Questions Change Password Cancel Save

Account Status Active

* User Type Civilian
* Grade

Click on
CHANGE PASSWORD